



## Study

*An IT project manager now spends more time serving his customers, less on administrative tasks.*

### Business Needs:

- Service “customers” within the company’s IT department
- Quickly and effectively design and launch projects to insure a high predisposition for success
- Efficiently manage multiple projects
- Keep stakeholders informed of project progress

### Solution: Use MindManager to

- Create and process meeting notes quickly
- Brainstorm projects first to build solid plan
- Create linked maps of all projects
- Create concise communications

### Return on Investment:

- More time spent with customers, less time on administrative tasks
- Less time spent managing customers
- Project team can quickly view and manage both overview and details
- Improved project organization
- Senior management understands project progress “at a glance”

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## The Mindmanager Case

Some of the most important functions carried out by the 1400-person IT team at this large American energy supply company are run on an application managed by Timothy Bolwerk and his team of 15 developers. The software runs the IT department’s call center computers and is used to manage the department’s assets, including the annual purchase of more than 9,000 PCs. Since he began using Mindjet’s MindManager project-mapping software, Mr. Bolwerk has seen marked improvements in his ability to quickly take and distribute meeting notes, brainstorm project ideas, then put into work breakdown structures, keep track of multiple project detail and communicate with teams and senior management.

“My business need is to service my ‘customers’ within my company’s IT department,”

Mr. Bolwerk says. “What I deliver is IT capability. The quality of what I am able to deliver to my IT customers has gone up with MindManager. I can spend more time on IT projects, and less on administrative tasks like transcribing meeting notes, managing project details, and creating reports to send to my supervisors.”

How does Mr. Bolwerk measure his success? “I used to get a lot of questions from IT staff. I get fewer calls now. Now my customers say ‘It’s all clear from the maps. Keep ‘em coming.’ Also, because I can turn meeting notes around faster, I am able to respond to my customers sooner. ”

Even for a highly trained project manager like Mr. Bolwerk, keeping his IT “customers” satisfied is a full-time task. But it is not his only task. His other projects involve managing a portion of the IT implications of a recent corporate merger, reforming the IT department to conform to new deregulation laws, and the accommodating the rise of software compliance organizations. But Mr. Bolwerk says that MindManager helps him work smarter, not longer.

### **Front-end Project Planning in Real Time**

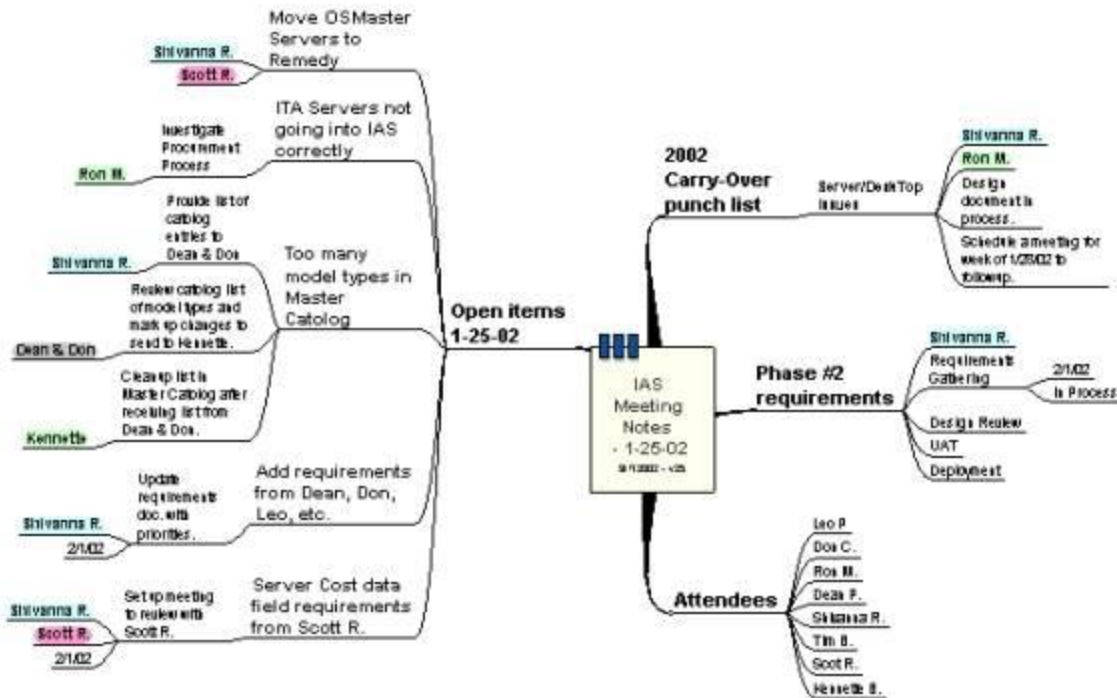
Regardless of the project, one of the first steps Mr. Bolwerk takes, no matter what the project, is taking the time to gather good input from his team. “From a project management standpoint, I see MindManager as the front-end to my project planning process,” he says. “At the start of each project, I sit down with my team and brainstorm ways to accomplish our goal. As we talk, I’ve got MindManager open on my laptop and am recording all their ideas into a map. By the end of the meeting, I have a very good record of everything we discussed. From there, it’s a simple step to put them into a work breakdown structure.”

### **Streamlining and Managing the Process**

Mr. Bolwerk says that transcribing meeting notes for the benefit of his team and upper management used to be the bane of his existence, something he had to find time for at the end of the workday. Those late nights at the office did not go over well with his family. “You always put off dealing with those meeting notes,” he says. “As a project leader—especially these days when we don’t have assistants any more—it’s really hard to find the time to sit down and transpose your notes. But with MindManager I’m able to send out an email with a map of what went on in the meeting, sometimes even before

people have gotten back to their offices from the meeting itself. It’s an amazing time savings. My customers like it—and so does my family!”

Mr. Bolwerk says that using Mindjet’s approach to project mapping has also helped him manage projects better. “MindManager gives me a way of organizing my ideas visually and quickly. When you’re looking at an outline it’s very hard to visualize how to decompose a project into details. But MindManager’s graphical interface allows me to go through the decomposition process very quickly.”



### Get a Bird's Eye (or Worm's Eye) View

Mr. Bolwerk says he likes the way the maps enable him to both gain a high-level view of his projects, and to easily drill down for details. "Losing track of the details will kill you. But if you get bogged down in the details and lose sight of the big picture, you can get in trouble too. With MindManager, all that information is there in one map. How much detail you see depends on how many levels you choose to look at."

Mr. Bolwerk has one main map that shows all of his projects. Each project "branch" is a link to another map dedicated to individual projects. Starting with his main map, he can easily navigate to any project, and then to any detail of any project. He can also search or filter through all the maps at once to find, for example, a particular task, all the tasks assigned to one member of his team, or all tasks due on a certain day.

### Communicate Concisely, Clearly and Easily

Throughout the project lifecycle, Mr. Bolwerk has found MindManager to be an effective communication tool. "Ninety-five percent of project managers are looking for ways to improve their soft skills. Project maps help because they provide a quick and easy way for project leaders to improve their communications." The maps, he says, are easy for him to create, easy for team members to understand, and communicate a great deal of information very concisely.

"I use MindManager at work almost exclusively," Mr. Bolwerk says. "It's my tool of choice. My boss and everyone else I work with like the mapping format because it helps them see understand where we are on any given project much quicker."

Timothy Bolwerk, PMP  
 President Central Ohio PMI Chapter ( 15th largest in the world)  
 Project Leader

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